

FAIR FOOD CERES

Delivery Driver

“Helping each other transform the way we eat & live.”

Responsible to:	Delivery Manager, Delivery Assistant
Responsible for:	N/A
Location:	Fair Food
Grade:	FG4
Hourly rate:	\$33.21 M-F; (\$46.50 Sat)
Status:	Casual
Hours:	Casual

About CERES

CERES Community Environment Park is an award-winning, not-for-profit, environment park and urban farm located by the Merri Creek in East Brunswick, Melbourne. Once a landfill site and wasteland, today CERES is a thriving, vibrant community. With over 450,000 visitors a year, CERES is the most visited environmental centre in Australia.

Our Vision

CERES is a place for community-based learning and action. Through this, we create better ways of living together in five areas: environmental, social, economic, cultural and spiritual. You can read more about CERES, our educational programs and other social enterprises on our website: www.ceres.org.au.

About Fair Food

Our values of Joy, Courage, Collaboration, Resourcefulness, Care and Customer Commitment make us proud and influence all we do.

CERES Fair Food is an exciting social enterprise initiated by CERES which is building a more resilient food supply system. The service has a number of key objectives, to:

- Reduce the food miles associated with food shopping
 - Build a more locally based, self-reliant food economy
 - Work with and support local growers who use sustainable farming methods
 - Give city people easy access to healthy, organic food
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CERES Community Environment Park

Cnr Roberts and Stewart Streets, Brunswick East, 3057

P: 03 9389 0100 | E: ceres@ceres.org.au | www.ceres.org.au

Position Purpose

We are looking for a reliable, punctual, driver who have a positive, 'can do' outlook to join our supportive and hardworking team. *You will have previous delivery driving experience in Melbourne*, preferably in a role which is time critical, so you will need to be able to think on your feet and have a certain amount of flexibility. This important role also requires someone with a friendly disposition as there will be customer contact and it's important that you are able to develop and sustain relationships.

Key Responsibilities

1. Deliveries

- Load customer orders (boxes and eskies) into delivery vehicle
- Drive and deliver orders to customers as per delivery instructions
- Pick-up empty boxes, eskies and reusables and return them to the warehouse
- Load and deliver other deliveries as required. Including but not limited to:
 - Fruit boxes, Compost, recycling boxes and plastics, Microgreens, Fair Wood, Propagation, equipment, Ceres Grocery and Joe's Garden, etc.

2. Communication

- Be the 'face' of CERES Fair Food to customers
- Follow instructions as provided by Delivery Coordinator
- Contact customers as required during your shift
- Use phone, text and email for communications

3. Vehicle care

- Monitor truck maintenance needs and report to Delivery Coordinator
- Daily check of delivery vehicle
- Report on maintenance needs
- Fuel as needed
- Clean both inside and out as needed
- Sanitise surfaces and high touch areas of vehicle

4. Workplace Health, Safety & Wellbeing

CERES is committed to providing a safe working environment, and enhancing the well-being of the CERES community. Staff and volunteers are responsible for each other's safety and wellbeing, including their own. They actively participate in WHS&W consultation processes, comply with safe work instructions or procedures, and identify and report hazards, incidents and 'near misses'.

Key Performance Indicators

Performance will be measured in response to meeting the Key Responsibilities:

1. Deliver Customer orders
 - Orders delivered to correct address (as instructed)
 - Orders delivered in good condition (same quality as when packed into truck)
 - Orders delivered within delivery windows (with allowances for anomalies)
 - Empty boxes picked up from customers every time
 - Deliver wholesale orders to Fair Food, CERES Grocery and others as required
 - Deliver compost to local community gardens, CERES, etc.
2. Communication
 - Follow workplace procedures
 - Follow instruction as directed by the Delivery Coordinator
 - Follow correct lines of communication
 - Respond to phone calls, texts and emails
 - Contacting delivery customers in person, phone, text or leaving delivery note
 - Communicate leave and availability with at least 14 days notice
 - Fill in Timesheets properly on the day worked (using KeyPay portal)
3. Vehicle Care
 - Complete a vehicle check at the beginning of each shift
 - Follow proper care for any hired delivery vehicles
 - Report any new damage, etc to the Delivery Coordinator
 - Report any faults or mechanical issues noticed while driving
 - Follow proper procedure for Diesel Particulate burn-off (where applicable)
 - Keep cab clean and tidy
 - Wash truck as necessary

Key Selection Criteria

Essential

1. Current Victorian Manual Car Driver's Licence
2. Must be able to drive Manual (up to 5 tonne)
3. Basic English language, literacy and numeracy skills
4. Reliable, punctual and neatly presented
5. Fit and healthy and able to lift heavy boxes, consistent and supportive of OHS practices
6. Friendly manner and commitment to a high level of customer service
7. Ability to prioritise work through problems in a calm manner
8. Enthusiasm and a true team player
9. Capacity to work independently and without supervision

Desirable

10. Interest in fresh produce industry, environmental and social justice issues an asset
11. Good knowledge of Melbourne and surrounds

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